

SECTION 1.

Welcome to Great Lakes Navy Family Housing

The Family Housing handbook is of great importance to you as a new housing resident. Basic policy and information are included on the facilities and services available to you and your family. Please read this handbook carefully and make your family and guests aware of the pertinent information of which they will be expected to comply with during your tenure in Great Lakes military family housing.

This handbook is divided into four sections. The first section is the overall guidance for family housing at Great Lakes, Fort Sheridan and Glenview. Variations for Fort Sheridan are covered in section two and section three covers variations for Glenview. Section four covers the Mobile Home Park located at Great Lakes in Forrestal Village. Please keep this handbook handy and refer to it whenever necessary. Most of your questions concerning family housing should be answered in this handbook. Any concerns about policy or your quarters, please discuss them with your Area Manager.

The Family Housing Division is ready to provide you with knowledgeable and courteous service that will foster community cooperation to make your stay at Great Lakes a very pleasant experience. Welcome aboard!

FAMILY HOUSING DIVISION STAFF

It is the stated policy of the Navy to place primary reliance on the local community for housing support. Family housing is for occupancy by you and your officially authorized family members. Waiting lists for each size and type of quarters are posted on the Naval Training Center, Great Lakes web site at www.ntcgl.navy.mil. Lists are compiled by grade and rank, date of prior detachment (or date application is made if more than 30 days after reporting), and bedroom entitlement. Advance applications from previous permanent duty stations are not necessary, and do not allow your name to be placed on our waiting list. The applicant must apply within 30 days of report date to the new permanent duty assignment to obtain detachment date as the control date for placement on the waiting list. The applicant is responsible for verifying and updating their place on the waiting list a minimum of once every 3 months. Failure to do so may result in the applicant's name being removed from the waiting list.

Personnel will be assigned to quarters within their designated category as follows:

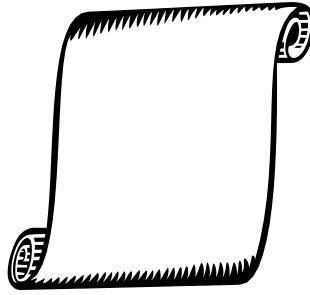
- No parent(s) should have to share a bedroom with a child.
- No more than two children are allowed to share any bedroom.
- A child of 6 years of age or older should not have to share a bedroom with a child of the opposite sex.
- A child 10 years of age or older is eligible for a separate bedroom (maximum of four bedrooms).
- Whenever possible, the Family Housing Division attempts to accommodate one bedroom per child (maximum of four bedrooms).
- Married dependent parents will be assigned 1 bedroom. If dependent parents are not married, they will each be assigned a bedroom (maximum of four bedrooms).

Members in pay grade E7-E9, W1-W5, and 01E-03E will be assigned at least a three-bedroom unit regardless of family size. When applicant's name is reached on the waiting list, he or she

will be contacted by personnel of the Family Housing Division and advised as to the unit and date of availability.

Assignments normally will not be made when anticipated occupancy is less than 6 months for Staff personnel and 4 months for Student personnel. The applicant may refuse the first unit offered without adversely affecting their position on the waiting list. The second refusal will result in the applicant being removed from the waiting list for a minimum 30-day period. The applicant may reapply for family housing after the 30-day period has elapsed. Only one reapplication will be accepted during a service member's tour of duty regarding Military Family Housing (MFH) assignment at Great Lakes, Fort Sheridan and Glenview. Accepting quarters requires the termination of your Basic Allowance for Housing (BAH). If you find these allowances have not been discontinued, it is the service member's responsibility to notify your Personnel Support Detachment (PSD) Office or Pay/Disbursing Office.

You will be scheduled to inspect your new quarters with your Area Manager, at which time you will be given keys and briefed on family housing rules and regulations. You and your Area Manager will discuss the condition of the house, fixtures, and equipment, and annotate those conditions on your Check-In Inspection Report. This list avoids assessment of charges against you for damages that occurred prior to your occupancy. You are given a 15-day period to update the inspection report and return it to the Family Housing Division Office or your Area Manager.



GENERAL RULES AND REGULATIONS GOVERNING OCCUPANTS OF NAVY PUBLIC QUARTERS AND MOBILE HOME PARK

NOTE: For purposes of simplification, references to "family housing," "quarters," "family housing area," etc., include the Naval Station (NAVSTA) family housing public quarters and mobile home park, as applicable, unless otherwise specified.

COMPLIANCE WITH NAVSTA REGULATIONS

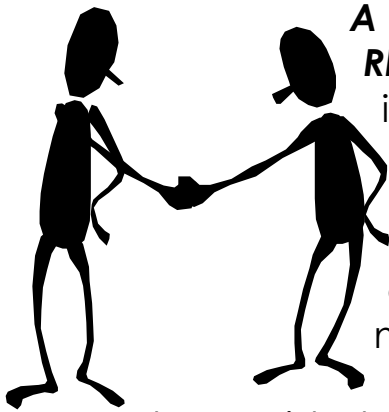
By acceptance of quarters, personnel become subject to all NAVSTA rules and regulations, and will be held personally responsible for compliance on the part of themselves, family members and guests. Failure to comply with these or other regulations may be grounds for termination of assignment to family housing.

CHANGE OF STATUS

Occupants are required to advise the Family Housing Division Office within 30 days of any change in command, rate/rank, projected rotation date, home or work telephone numbers, marital status, or family members, including the birth or death of a family member residing in family housing. Family Housing is assigned to military members who have family members residing with them at time of assignment and legal custody of minor children a minimum of 9 consecutive months of a year. **Family Housing cannot be retained when family members no longer reside with the military member, or vice-versa, for any reason, including voluntary separation, legal divorce, legal separation or court order.** Eligibility for family housing technically expires on the effective date of the action taken. Anyone continuing to reside in family housing under these circumstances are in violation of regulations and must promptly notify family housing to make plans to vacate. A 30-day vacating notice may not

apply under these circumstances. Family housing will work in joint cooperation with the military member, family member, and the Fleet and Family Service Center Family Advocacy Division when temporary separations of short duration for domestic problems have occurred.

CONDUCT



A RESIDENT'S RIGHTS END WHERE A NEIGHBOR'S RIGHTS BEGIN.

Quarters shall not be used for illegal or immoral purposes. In general, the conduct and courtesy expected of occupants is that expected in any community where families show consideration for neighbors and other family members. Loud parties and loud playing of radio, television, and musical instruments must

be avoided at all times. Normally, an attempt should be made to resolve any problems between neighbors **prior** to contacting the Family Housing Division Office or Great Lakes Police Department (GLPD). **Possession or use of illegal drugs and/or paraphernalia in the family housing area will result in immediate termination of assignment to quarters.**

All televisions, stereos, radios or other sound equipment will be turned down so as not to disturb your neighbors. This includes operating vacuum cleaners, any motorized equipment, and working in your carport or garage.

Quiet hours are as follows:

Between 10:00 PM to 6:00 AM, Sunday night through Friday morning.

Between 11:00 PM to 6:00 AM, Friday night through Saturday morning.

Between 11:00 PM to 6:00 AM, Saturday night through Sunday morning.

Family housing basketball courts and playgrounds will be secured daily no later than 30 minutes past sunset.

NEIGHBOR DISPUTES OR COMPLAINTS

If you have complaints or problems that you feel you cannot handle, you must submit a written complaint form to the Family Housing Division Office for any action to be taken. Your Area Manager will then address the situation. The complaint **must be in writing and must be signed by the military member.**

SUPERVISION OF CHILDREN

It is the parents' responsibility to closely supervise their children, especially pre-schoolers, and to be cognizant of their whereabouts at all times. NAVSTAGLAKESINST 1754.5, Subj: HOME ALONE POLICY, clearly defines the policy that applies to all military members and their family members assigned to Naval Training Center and Naval Station, and all tenant commands at Great Lakes who reside in quarters on base. Family housing personnel are to report to GLPD the observance of any unsupervised pre-school children. This information may also be reported to Family Advocacy officials. Substantiated cases may result in disciplinary action. Parents are expected to exercise proper control over their children. Small children should never be allowed to roam out of sight of the home and wander through the housing area. **SMALL CHILDREN SHOULD NEVER BE LEFT UNATTENDED IN A CAR FOR ANY REASON, EVEN FOR A FEW MINUTES.**



Juveniles under the age of 17, unless accompanied by an adult or engaged in a business or occupation authorized by the laws of Illinois for a person under 17 years of age to perform, shall observe the following curfew hours:

Between 11:00 PM to 6:00 AM on Friday and Saturday.

Between 10:00 PM to 6:00 AM Sunday through Thursday.

CHILD CARE IN FAMILY HOUSING

Regularly scheduled childcare by occupants or family members is prohibited unless in compliance with OPNAVINST and NAVSTAGLAKESINST 1700 Series. Baby-sitting by uncertified individuals is allowed on an occasional drop in basis only. (There is a limit of 10 hours. More than 10 hours requires a Family Child Care License). Anyone conducting regularly scheduled baby-sitting/child care without being certified by the Housing Authority is subject to termination of assignment to quarters. There is always a need for certified Family Home Care Providers. If interested, contact the Child Development Center for detailed information.

LIVE-IN AIDE

A live-in aide, i.e., nanny, nurse, or caregiver, etc., may be permitted on a case-by-case basis by the Housing Authority in accordance with OPNAVINST 11101.13J for single military members with children or for seriously ill family members. A written request must be submitted and approval received **prior to move in** of the live-in aide.

HOME SCHOOLING

Home schooling is a personal, family decision and is governed by Illinois State Statutes. The family housing policies and regulations concerning occupancy of government quarters have no relevance on family members who prefer to home school their children and children who are part of their home schooling group. Home schooling is permitted in family housing units in accordance with the applicable statutes.

HOUSE GUESTS

Personnel assigned to quarters are not permitted to sublet units or receive reimbursement for shelter from other persons who reside in the quarters, as this constitutes fraud and is punishable by law. Sharing of a unit with a live-in companion, or two families, is not permitted. Bona fide guests are permitted to visit for a maximum of 3 weeks per NAVSTAGLAKESINST 11101.7. Approval for longer visits is granted on a case-by-case basis and

permission must be obtained from the Housing Authority prior to arrival of the guests. The military member will be held responsible for actions of guests in their home.

SOLICITATION AND PRIVATE BUSINESS

It is the responsibility of the military member to obtain written approval from the NAVSTA Staff Judge Advocate before conducting a private business in a family housing unit or area. In all cases, the conduct of a private business in Navy family housing units or areas must be in strict compliance with applicable Navy instructions and State and local ordinances. No activities will be authorized at the expense of military community tranquility or safety. Door-to-door solicitation is normally not approved. This does not apply to yard sales, which are covered in a later paragraph.

REQUESTS FOR LARGER QUARTERS

After personnel are assigned to quarters adequate for family size at time of assignment, permission to move to larger quarters is not automatically granted. If a bona fide justification exists for larger quarters, a written request must be submitted to the Housing Authority, via the military member's commanding officer. If approved, the military member will then be placed on the waiting list for the larger quarters, with the date of the request letter as their control date. The military member is responsible for all costs in moving their personal property/household goods associated with this type of move.

ABSENCE FROM QUARTERS

Occupants leaving units unoccupied for extended periods of time (in excess of 2 weeks) must furnish written notice to the Family Housing Division Office as to how they may be contacted in the event of an emergency. In addition, the occupant must notify GLPD of their plans to be away from your quarters. The Family Housing Division Office will confirm this with GLPD after the leave form is filled out, and submitted to your Area Manager, for periodic house checks to be done.



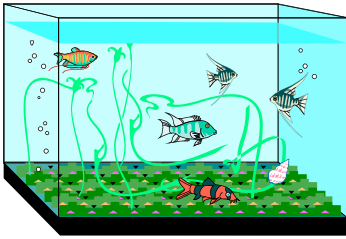
Leave a low wattage light on inside which can be seen from the front and back of the house, preferably one on a timer. This creates the impression that someone is home and discourages prowlers and vandals more effectively. The military member is responsible to make arrangements to have the lawn mowed or snow removed during their absence. If the Family Housing Division Office has to have it done, you will be billed for those services. Military family members who are absent from their quarters in excess of 90 days must obtain written approval from the Housing Authority or assignment to quarters must be terminated. (Does not include official military deployments.)

PETS

The Navy Family Housing Manual, P-930, states "Entitlement to government quarters does not imply entitlement to pets." While residing in government quarters, you will not be allowed more than two pets, i.e. two dogs or two cats or one dog and one cat. No sylvan animals (animals found in the woods or groves) such as skunks, rats, raccoons, ferrets, rabbits, rodents; no barnyard animals (animals raised for food) such as pigs, domestic rabbits, chickens and other poultry; no exotic animals such as pot-bellied pigs; monkeys, no reptiles, arachnids, amphibians or other types of creatures found in a zoo environment are permitted in Navy family housing. Occupants are permitted to keep pets only in accordance with NAVSTAGLAKESINST 10570.1, which governs pets aboard Naval Station, Great Lakes. Pets other than cats and dogs (or very small pets such as fish, caged birds, gerbils, hamsters, etc.), may not be brought aboard NAVSTA unless specifically authorized by the Housing Authority. No increase in the allowed number of pets will be permitted. The breeding or raising of animals for sale is strictly prohibited in family housing. Vaccinations must be maintained annually for all dogs and cats residing in family housing. Great Lakes Veterinary Treatment Facility is available for military members and their pets. Registration of pets must be made with the NAVSTA Animal Warden, Building 130, within 1 week of



acceptance of quarters. Proof of pet vaccinations is required at time of registration.



Pet owners are solely responsible and totally liable for their animal's behavior and actions while residing in NAVSTA family

housing. Pet owners shall maintain positive control of their pets in such a way that they do not become a danger or a nuisance to the community. Animals that bite will not be tolerated. Any animals creating a nuisance should be reported to NAVSTA GLPD at (847) 688-3430. Owners are responsible for any damage caused by pets. No animal can remain outdoors for extended periods of time without proper shelter, food and water. Dogs must be secured in the rear of the quarters only. **Garages and sheds will not be utilized as doghouses.** Pets shall not be left outside or allowed to cause a disturbance during quiet hours. Owners shall have positive control of their animals at all times. When confined to the owner's yard or quarters, "control" is considered to mean leash, chain, or confinement to a fenced in yard. Pets shall not be allowed to run loose outside the confines of their yard, or within the public areas of NAVSTA, such as common areas, playgrounds, etc. Pets shall be on a leash at all times when outside the confines of the sponsor's yard. If quarters are fenced, pets may run loose within the confines of the fence, provided the fence is adequate enough to restrain the pet(s). Pets may not be tethered to clotheslines, fences or any part of the housing structure. A large screw-type ground anchor, or an eye bolt in a post, which can be secured in the ground, is an acceptable method of restraint. You are required to obtain written approval BEFORE placing a post in the ground, and must remove it and repair any damages when you vacate. Animals shall not be secured or located so close to the perimeters of their property as to constitute a danger to joggers or pedestrians. Residents who live in densely populated areas of family housing shall be especially careful to exercise positive control of their pets to avoid the possibility of intruding upon other residents in the immediate



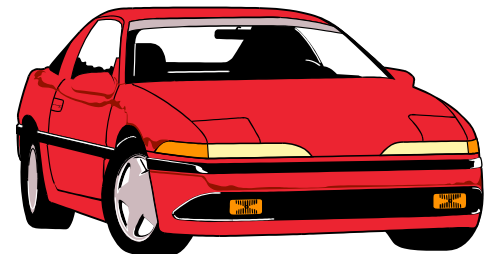
area. Failure to adhere to these pet guidelines and applicable NAVSTA instructions will result in termination of pet privileges and possibly termination of assignment to military family housing. In the event that behavior or sanitation becomes a problem, family housing officials may conduct an inspection of quarters. Pet owners who fail to comply with family housing policies and NAVSTA Instruction 10570.1 may lose their pet privileges. Pet owners are responsible for daily clean up of pet feces. When a pet is being walked on a leash, the owner must pickup feces as it occurs and place it in a plastic bag or other appropriate container, so it can be disposed of properly. Restoration of lawn areas destroyed by pets is the occupants' responsibility.

Doghouses are limited to backyard locations whenever possible. Before installing a dog house, residents are required to submit the form requesting approval to install occupant-owned equipment or accomplish a work project in family housing quarters. You are required to provide a detailed sketch with dimensions and type of materials that will be used to construct the dog house. **This form must be approved before the dog house can be installed.**

PARKING

Your designated parking space is in your garage or carport.

Vehicles kept inside garages or carports must possess both valid registration and DoD sticker. Occupants will not drive or park on lawns or seeded areas. Vehicles are to be parked only in driveways, carports and garages. Vehicles



may not block sidewalks. No parking is allowed at fire hydrants. There are no "assigned" parking spaces on streets. **Parking by occupants or guests on streets is prohibited unless carport or garage and driveway are already filled with vehicles.** NAVSTA regulations and instructions regarding traffic and parking are to be complied with at all times. Parking on side of street along yellow painted curb is prohibited. **Vehicles are not to be immobilized and stored in**

carport, driveway or street or left "blocked up" for any purpose.

Under certain circumstances, GLPD may tow and/or impound a private vehicle if NAVSTA Regulations are violated. Quick, emergency repairs such as a flat tire change, dead battery jump or fluid checks may be done. No other maintenance is allowed. Any self-help repairs to privately owned vehicles should be accomplished at the Morale, Welfare and Recreation (MWR) Automotive Skills Center, Building 2110, Forrestal Village.

GARAGES

Your assigned parking space is in your garage. Occupants are not authorized to use or convert their garage into any type of living/playroom space. The use of space heaters in all garages is strictly prohibited.

AMATEUR/CITIZENS RADIOS

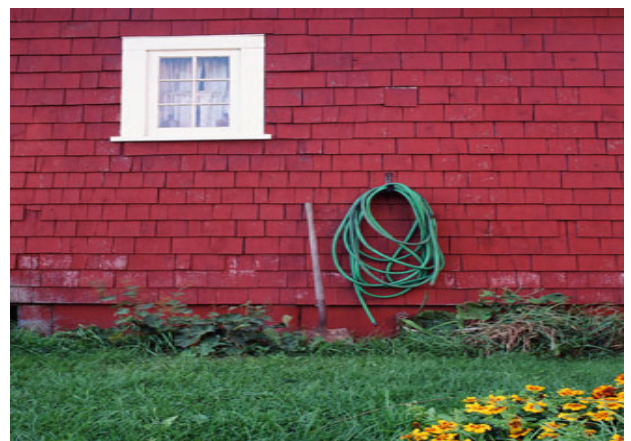
Amateur/Citizens radios are permitted in compliance with NAVSTAGLAKESINST 2070.1F

YARD AND GARAGE SALES

Yard and garage sales are allowed as long as the streets are not obstructed to traffic and no soliciting door-to-door is conducted. Signs advertising the yard or garage sale may be used, but must not be secured in any way to light poles, signposts, trees, bus shelters or other objects in the neighborhood. Instead, make a cardboard sign and attach to a stake, which may then be stuck in the ground. Within 1 day after the sale, go back and remove the signs, which then can be easily disposed of in a proper trash container. Failure to remove and dispose of signs may result in a Notice of Noncompliance.

WEEKLY EXTERIOR HOUSING INSPECTIONS

Lawns, carports, driveways, and other exterior areas are routinely inspected. We recommend that occupants utilize weekends or other days off to do yard work and clean up. These inspections include, but are not limited to such



items as yard trash, edging, grass mowing or snow shoveling, leave raking, ice removal, cluttered carports, installation of unauthorized fences, planting of illegal, dangerous or unauthorized plants, overgrown shrubbery, dirty or unkempt exteriors of houses, pet feces, mobile home skirting, rusty sheds, exterior lights on during daylight hours, parking on the lawn, pets improperly tied up outside, etc. Either a verbal warning or a more formal discrepancy notice will be sent as a result of these inspections. Subsequent violations will be reported to the military member's commanding officer. Repeated violations or ignored Noncompliance Notices will jeopardize one's assignment to family housing. In addition to routine inspections, all living quarters, including garages and storage spaces, shall be made available by the occupant at any time (whether or not advance notice is given) for inspection by representatives of the commanding officer, executive officer, GLPD, medical officer, or the Director, Family Housing Division. Inspection may be authorized at times when the occupant is not at home when emergency, suspicious or extraordinary circumstances justify such action.

PRIVATELY-OWNED FIREARMS AND MARTIAL ARTS ITEMS

Possession of unregistered firearms in family housing is prohibited. Owners of firearms must register such firearms with NAVSTA GLPD and comply with existing NAVSTA Instructions relative to registration and control of firearms. **CHILDREN SHALL NOT BE PERMITTED TO PLAY WITH DANGEROUS TOYS OR WEAPONS.**

Special concerns include fire works, BB guns, air rifles, paint pellet guns, bows and arrows and fishing spear guns. Use of these potential weapons in the family housing area is not permitted. Use elsewhere on NAVSTA is permitted only in compliance with the subject NAVSTA Instruction. The possession of any type (homemade or conventionally manufactured) of martial art item (nunchakus, etc.) is not authorized in the family housing area. GLPD personnel will confiscate such items and confiscation of such items may result in termination of family housing assignment.

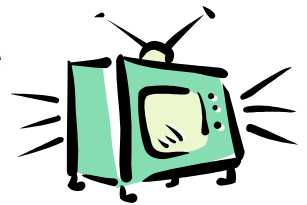
INSURANCE FOR PERSONAL PROPERTY

The government does not provide insurance for occupant's personal property. In order to protect one's investment, occupants of family housing are strongly advised to obtain renter's insurance for coverage of personal property. Claims for damage to personal property occurring in government quarters must be filed with the Legal Office, Building 1, accompanied by documentation from the Family Housing Division.

SERVICES AND FACILITIES AVAILABLE

Cable Television Hookups

All family housing units and Mobile Home Park spaces are wired for cable television and occupants may subscribe to this service by calling a local vendor. Problems with service need to be reported to the vendor. This is not a Family Housing Division Office responsibility. Permission must be obtained in writing from the Family Housing Division Office prior to any installation of antennas, cable or satellite dishes.



Telephone Services



Telephone service is available to all quarters. Arrangements for desired service should be made with a local vendor. **Final settlement of accounts and discontinuance of service is the occupant's responsibility and must be accomplished prior to vacating your quarters.**

This is not a Family Housing Division Office responsibility.

Mosquito Control

The Preventive Medicine Unit (PMU) and government contracted pest control company cooperate in combating mosquitoes throughout Naval Station. PMU conducts mosquito surveys and inspections to locate and identify breeding sources, and to determine the kinds and relative abundance of mosquitoes present. The government contracted pest control company conducts actual control operations by eliminating breeding sites or treating them with a larvicide, and by periodic fogging.

Pest Control

All residents of Great Lakes, Glenview, and Fort Sheridan family housing are covered by the government contract negotiated with a private pest control company. Residents of Great Lakes, Glenview, and Fort Sheridan family housing are to call the Family Housing Office at (847) 688-3440/3450, extension 108, to report the pest problem during normal working hours. Most response calls will be made the next day between the hours of 1:00 and 4:00 P.M. If specific times are required, coordination and scheduling must be made when calling in the pest problem. For emergency pest control after normal working hours, contact the PWC Emergency and Service Work Desk at (847) 688-4820.

If contractor pest control treatment is required, the resident is responsible for treatment preparation, as directed by the contractor. The type of pest will determine the preparation needed. Treatment or preparation of pets may also be necessary.

The condition of a residence is annotated on the Exterminating Service Report ticket under the sanitation column and comments can be made. A copy of the report is returned to the Family Housing Division Office, one copy to the Contractor, and one copy to the Area Manager to monitor cleanliness of the home and alert to possible problems.

Combat ant and roach stations are available for all residents from Family Housing Self-Help Issue Centers, Building 2446A, Forrestal Village; Building 378, Fort Sheridan and Building 901 Buccaneer Drive, Glenview.

Playground

Playground hours are from 8:00 A.M. to 30 minutes past sunset. Please ensure that your children observe these hours in consideration of residents who live adjacent to the playgrounds. Your cooperation is expected in their upkeep. Trash containers are provided for trash. Any playground equipment requiring

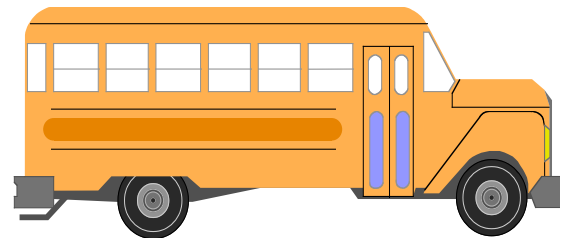
maintenance should be called in just as any maintenance problem would be. Residents are not to allow dogs or cats to run loose in the playground areas or any family housing area. Permitting them to use the playground surface material to defecate or urinate is unsanitary and could cause diseases in children utilizing the playground.

School Bus Service

Every year prior to the opening of school, the school bus schedules are published by the applicable school district. The Family Housing Division Office maintains a list of telephone numbers for all local school districts, but does not maintain the school bus schedules.

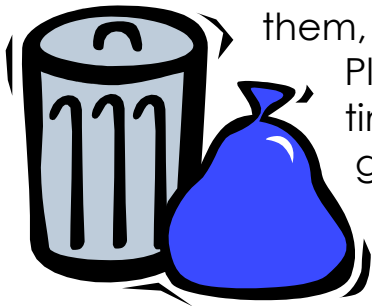
Problems with children on school buses, or at the schools, should be reported to the school authorities.

Parents will be held responsible for children's conduct at bus stops.



TRASH/GARBAGE DISPOSAL SERVICES

Garbage and yard waste disposal service is under an annual contract. Garbage is scheduled for pick-up weekly. Place your containers at curbside between 5:30 – 6:00 A. M. on scheduled pick-up day, to ensure pick-up. Containers are provided to residents and marked with their quarter's number. Take care of them, as replacement is at occupant's expense.



Please keep containers tightly closed at all times. In addition to fly problems, raiding of garbage cans by animals is a common problem in family housing areas. Any type of improper service rendered by the contractor should be reported to your

Family Housing Area Manager. DO NOT LEAVE ITEMS NOT INTENDED FOR COLLECTION NEAR RECEPTACLES, AS THEY MAY INADVERTENTLY BE TAKEN. Please return your cans and bins to storage areas, i.e., garage, garbage enclosures or rear of unit, by 8:00 PM that same day. Do not store trash cans and bins in the front or side of your quarters, or in carports.

Household Garbage

All garbage must be in secured paper or plastic bags prior to deposit in trash containers.

Yard Waste

Yard waste, such as dead plants, grass, leaves, small branches, clippings and limbs are to be placed in kraft (paper) yard waste bags only and placed at curbside for pick-up. **Yard waste in recyclable plastic or decorative holiday bags will not be picked up by the contractor.** The resident is responsible to transfer the yard waste into the acceptable kraft yard waste bags. The contractor will normally pick up yard waste once weekly from April through November. Small limbs should be broken into 4 foot or smaller lengths and bundled. Yard waste bags are available from all Family Housing Self-Help Store Issue Centers.

Recycling

Mandatory recycling materials are collected in family housing by the contractor. One bin has been provided to each family housing unit and mobile home. Take care of them, as replacement is at occupant's expense. Computer papers, newspaper, cardboard, brown grocery bags, clear, green and brown glass containers, milk, water and soda jugs and beverage cans are accepted. All types of paper must be bundled or placed in a brown grocery bag to prevent them from blowing around the neighborhood. Place your recyclables in the bin at curbside between 5:30 – 6:00 A. M. on scheduled pick-up day. Cardboard packing boxes must be flattened and tied. Including items that are not recyclable may result in none of the items being picked up. Recycling bins must also be returned to storage, along with the garbage containers, by 8:00 P. M. that same day.



Large Discarded Household Items

Garbage contractor will pick up most large household items being disposed of, if they are placed at the curb. Certain items must be recycled (covered in the above paragraph).

Occupants are responsible for disposal of household items too large for the garbage contractor pick-up. **DO NOT USE DUMPSTERS IN OTHER AREAS OF FAMILY HOUSING OR THE NAVAL BASE FOR DISPOSAL OF ANY ITEMS.**

Automotive Material Recycling

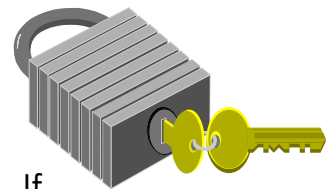
The MWR Automotive Skills Center, Building 2110, Forrestal Village will accept oil, tires and car batteries for proper disposal. Please contact the Automotive Skills Center directly at 688-2457 for more information and hours of operation. **GASOLINE AND PROPANE TANKS WILL NOT BE ACCEPTED. IT IS THE RESIDENTS RESPONSIBILITY TO ENSURE PROPER DISPOSAL OF THESE ITEMS.**

Hazardous Household Items

The Family Housing Division has contracted with the PWC Environmental Department to accept hazardous household items, such as pesticides, herbicides, paints, thinners, paint strippers, acids, solvents, and other cleaning type products. These items **must** be in their original containers in order to be accepted for proper disposal. Please contact the PWC Environmental Department Recycling Center, Building 3219, at 688-4477 to schedule a drop-off appointment, Monday through Friday, 7:30 A. M. to 3:00 P. M. There will also be a drop-off service available the first Saturday of every month from 9:00 A.M. to 1:00 P. M.; no appointment necessary. **GASOLINE AND PROPANE TANKS WILL NOT BE ACCEPTED. IT IS THE RESIDENTS RESPONSIBILITY TO ENSURE PROPER DISPOSAL OF THESE ITEMS.**

LOCKED OUT OF QUARTERS

No family housing unit keys are held by the Great Lakes Police or Fire Departments, Officer of the Day, or Maintenance Department, by which occupants may gain entry to quarters if locked out. At assignment, the new occupant is issued two keys to the main entrance(s) of their quarters. If additional keys are needed, contact your Area Manager at the Family Housing Division Office. If locked out and no extra key is available, try all windows and doors to be sure one hasn't inadvertently been left unsecured by



which entry may be gained. If locked out during the hours of 7:00 A. M. – 3:30 P. M., Monday through Friday, family housing does have extra keys which may be checked out long enough to unlock the quarters, then the key must be returned. Bring ID card or a key cannot be issued. If locked out with no transportation available to the Family Housing Division Office to obtain a temporary key, call the office and, if available, someone will come unlock your door. If locked out after normal working hours, you can call the Trouble Desk for a list of locksmiths. **Any locksmith services rendered will be at your expense.** Do not install eyebolt slide locks, hasps or padlocks on any interior door. One eyebolt slide lock may be installed to inside frame of exterior door with prior written approval from family housing.

REPORTING EMERGENCY SERVICE AND MAINTENANCE

All defects requiring maintenance to the structure, distribution systems, grounds or any component thereof are to be reported as follows, using telephone numbers listed below:

- All non-emergency calls, PWC Family Housing Emergency and Service Work Desk, (847) 688-5500, Monday through Friday, 7:30 A. M– 3:30 P. M.
- Emergencies anytime, (847) 688-5500, Weekends, Holidays, and Monday through Friday from 3:30 P. M. – 7: 00 A. M.

If a medical condition exists which, in the opinion of a licensed physician necessitates emergency heating, air conditioning or electrical repairs, or other emergency service on a recurring, regular basis, a statement by the attending physician should be presented to the Family Housing Division Office for entry in family housing records and notification to appropriate maintenance personnel. Priority service to repair the malfunctioning unit will then be furnished.

When work is being accomplished, occupant will be asked to sign a copy of service request as an indication that work has been completed. If work has not been completed to the occupant's satisfaction, the form should not be signed and the Family Housing Division Office should be advised.

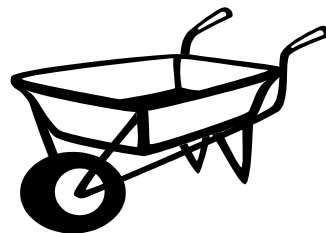
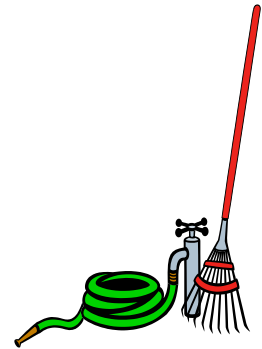
SELF-HELP PROGRAM



A Family Housing Self-Help Store program exists that encourages occupants to perform minor maintenance, upkeep, and repairs using government provided material. It is designed to enhance the environment, expedite accomplishment of maintenance and improvements, and promote prudent homeowner attitudes

among occupants.

In addition to replacement materials, the Self-Help Store Issue Center provides commonly used tools and equipment on a loan basis. A pamphlet is printed twice a year with the complete list of repair and replacement parts, consumable items, and tools and



equipment available to occupants. Specific restrictions within the Self-help program include work requiring the skill of an artisan or craftsman or work which presents a danger to the occupant or facility.



Occupant maintenance or repair projects strictly prohibited are:

- 1) Altering the square footage of the living area in quarters.
- 2) Work on the utilities distribution system.
- 3) Maintenance that requires a ladder over 6 feet high.
- 4) Work on the structural components, such as roofs, foundations, etc.

Several occupant projects such as installing a fence or storage shed require the prior approval of the Area Manager. Please obtain all approvals prior to starting the work.

The Great Lakes Family Housing Self-help Store Issue Center, Building 2446A, is located in Forrestal Village on the corner of Great Lakes Drive and New York Avenue. Hours of operation are:

Tuesday through Friday, 8:30 A. M. – 5:00 P. M.

Saturday 8:00 A. M. – 4:00 P. M.

The Family Housing Self-help Store Issue Center is closed Sundays, Mondays and Federal Holidays. Telephone number is (847) 688-4270.

The Fort Sheridan Family Housing Self-Help Store Issue Center is located in Building 378, adjacent to the Family Housing Office. Hours of operation are Monday through Friday 7:00 A. M. – 3:30 P. M. Closed Saturdays, Sundays and Federal Holidays. Telephone number is (847) 688-7175.

The Glenview Family Housing Self-Help Store Issue Center is located at 901 Buccaneer Drive, in the same building as the Family Housing Office. Hours of operation are Monday through Friday, 7:00 A. M. – 3:30 P. M. Closed Saturdays, Sundays and Federal Holidays. Telephone number is (847) 486-0865.



OCCUPANTS' RESPONSIBILITIES AND HOUSEKEEPING NOTES

Emergency Shut Off Procedures

Become acquainted with the location of the main electrical panel in your quarters, and familiarize yourself with the switches. What does each switch control? The furnace? The gas range? The water heater? Know how to shut off each switch or circuit breaker in an emergency, as in the event of a fire. Locate your main water supply shut off valve. Know how to shut off the water supply to your sinks and commodes.

General Information

No major repairs or structural alterations are to be made by occupants to the ceilings, walls, floors, woodwork, trim, equipment or fixtures.

Occupants have certain responsibilities for maintaining the government quarters to which they are assigned. Occupants are expected to perform routine housekeeping functions, including minor maintenance and repairs to the family housing unit, with or without self-help materials. This includes maintenance of surrounding grounds identified with their family housing unit. Accomplishment of maintenance and repairs beyond the routine, or for which artisan or mechanical skill is required, is the responsibility of the government. Occupants are responsible for promptly reporting major problems and emergencies.

Housekeeping Notes

Occupants of government quarters are responsible for the performance of the routine housekeeping tasks which are normally performed by homeowners or tenants in private housing, such as the following:

1. Cleaning interior surfaces of windows and exterior surfaces readily accessible from the ground, which may be accomplished in a safe manner. Exterior surface of any windows on second-story buildings should be cleaned with telescopic poles, brushes and squeegees available at Family Housing Self-Help Store Issue Centers. Most second story windows can be cleaned from inside the quarters by the occupant.



2. Cleaning interior wall, woodwork and other surfaces. **No painting of walls by the occupant is permitted without prior written request and approval from FAMILY HOUSING DIVISION.**

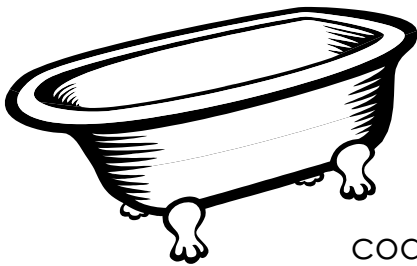
A normal painting cycle is every 3 years, except in unusual circumstances. All woodwork, tiled surfaces and kitchen walls should be washed frequently with water and a mild soap. Spots may be removed from the remaining painted surfaces by careful washing. Pictures shall not be hung on plaster or wood by use of gummed hangers or large nails, and the plastered surface or woodwork shall not be otherwise defaced. Shelving may not be installed on any wall, including closets, without prior written request and approval from Family Housing Division. One paper towel holder may be installed in kitchen, provided it is not attached to cabinet surfaces or formica. Wallpaper, gummed adhesive type hooks, cup holders, contact material or decals are not to be applied on any surface (interior or exterior) of any quarters. Use of wall borders and stencils is acceptable only with a water-soluble base.

3. Occupants shall keep floors clean. The use of excess water when cleaning all types of floors shall be avoided and strong soap, lye or any abrasive compound shall not be used.
- a. After properly cleaning and stripping floors, DO NOT WAX.
 - b. Rugs may be installed provided they are not nailed,

installed on tack strips or cemented to floor and baseboard is not altered or damaged. Doors are not to be altered to allow for installation of carpet over floors. A “free laying”, custom fitted, tackless installation (no tack strips or adhesive), using double faced tape (which will not damage floor) at room entrances only, is acceptable (provided doors will open and close easily over such carpet). Any adhesive residue left after removal of carpets installed by this method must be removed prior to final inspection.

4. Occupants are responsible for cleaning lighting fixtures, mini and vertical blinds. Government-owned light fixtures are not to be removed without prior written request and approval from the Family Housing Division.

5. Occupants are responsible for cleaning stoves, ovens, refrigerators, exhaust fans, sinks, tubs, dishwashers, plumbing fixtures, and other government-owned household equipment. In units which have garbage disposals installed, care should be taken to operate the disposal properly. Car wash water, mop water, aquarium water and the such



should never be poured through the sink as foreign objects in the water may clog or damage garbage disposals. Do not place large bones, cornhusks and cobs, or any fibrous material such as pineapple peelings or coarse vegetable stalks in disposal, as these require considerable cutting time and may stall the disposal. These can better be disposed of by wrapping in old newspaper and placing it in the garbage can. If disposal stops, pressing the reset button, which is located on the underside of the motor housing, will usually restart it.

6. Powder cleansers or any harsh abrasive cleanser should not be used on sinks, counter tops, back splashes and tub/shower surrounds. Cutting with any sharp instrument

should be done on chopping boards and not on counter tops. Some counter tops have a pattern of formica which appears to be made of butcher block or cutting board material. However, these counter tops will scratch and mar and are not made to be used as chopping boards. Items, which may cause rust stains should not be permitted to remain on counter tops, and hot items must not be placed on these surfaces. Can openers, hooks, etc., are not to be installed into the formica back splash.

7. Care must be taken not to scratch the fiberglass tub/shower surround surfaces. Cigarettes should not be laid on the side of fiberglass sinks and tubs, as they will cause burns. Abrasive cleansers will also cause damage and should never be used. Any cleaning compound recommended for fiberglass will clean effectively. Surfaces should be wiped after each use to avoid build-up residue of soap and body film.



8. Upon assignment to quarters, a walk-through inspection will be performed. Occupants will be instructed in the proper operation of all electrical appliances and government furnished equipment. All new appliances should have accompanying guides for proper use and care of equipment. Occupants (including older children who may at times use equipment) should familiarize themselves with the proper operation of such equipment.

- a. Refrigerators. One electric government-owned refrigerator is provided and is not to be removed from the kitchen of quarters. In an effort to maintain the refrigerators in good serviceable condition, observe the following suggestions. Refrigerators require occasional cleaning (monthly, at least). Wash the drip pan with warm water and mild soap (after turning off the refrigerator). Constant attention should be given to keeping the exterior coils located underneath or behind free of dust, lint, pet hairs, etc. Frequent vacuuming of

these coils is necessary for proper operation and to preclude damage to the unit. Detailed instructions in all new refrigerators explain the use and care of this equipment. Do not use abrasive cleansers or wire scouring pads. Cleaners containing petroleum products should not be used to clean door gaskets or plastic parts of the refrigerator.

- b. Range. One gas government-owned range is provided and occupants are expected to maintain this range in good condition at all times. Ranges should be cleaned daily to avoid heavy accumulation of grease on top surfaces. Thorough periodic cleaning is essential in order to avoid hard carbonized encrustation on element drip pans, racks and oven linings. Please DO NOT try to lift up the top on the Magic Chef and Frigidaire sealed top stoves. If you do, you will break the gas lines. If you break the gas line, you will be held accountable to pay for repairs and/or replacement. Top elements retaining rings and drip pans should be cleaned frequently. A daily wash of rings and drip pans in the dishwasher will help to keep them clean and free from buildup. Do not put oven cleaner on any aluminum stove parts, as it will instantly ruin them. Warm soapy water should be used to clean grease and other foreign matter from enamel top surfaces, retaining rings, top elements, drip pans and trays, located under the top surface. Fine-grade steel wool and a nonabrasive cleaning powder may be used on the drip pans. Do not use any grade of steel wool on retaining rings with a plated surface. The large rings on gas stoves may be cleaned with oven cleaner or ammonia. Some units have self-cleaning ovens. Oven cleaner must never be applied to self-cleaning ovens. OVEN CLEANER WILL RUIN THE INTERIOR FINISH OF A SELF-CLEANING OVEN. Clean oven per instructions provided with these stoves. Racks and interior surfaces of ovens that are not self-cleaning should also be kept clean by using any reliable oven cleaner according to

directions. Never allow oven cleaner to dry for more than several hours, as discoloration or damage to surfaces has been known to occur. New ranges contain a guide for use and maintenance and these instructions should be followed. Care should be exercised at all times to assure proper operation of all ranges.

- c. Dishwashers. Dishwashers are provided in the majority of the family housing units and care must be exercised in the proper operation of these machines. Nothing other than dishwasher detergent is to be used. Soaps and detergents not designed for use in dishwashers will create suds that, in turn, will cause machine to overflow and may cause damage to machine, adjacent cabinets, and floors or personally owned items. For proper operation, food particles must be wiped or rinsed from dishes. The dishwasher is not a garbage disposal and is not capable of grinding up food.

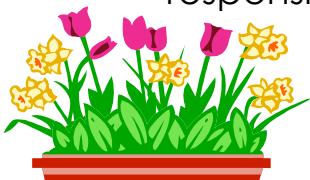
Occupant Responsibilities

Each family assigned to family housing will be provided with safe, decent, and sanitary living quarters. Occupants are responsible for abiding by rules and regulations designed to prevent infringement upon the rights and privileges of others. When they vacate, residents are responsible for ensuring the quarters are returned to the government in the same condition as they were at the time of assignment, except for normal wear and tear. The Housing Authority may terminate assignment to family housing for non-compliance with sanitary condition requirements.

Occupants are responsible for cleaning and maintaining their assigned quarters and government-owned furnishings. They are expected to perform routine housekeeping functions, pest control, and minor maintenance and repairs to include the grounds identified with the quarters. The government is responsible for maintenance and repairs beyond the routine or for which artisan or mechanical skills are required. Occupants are responsible for

promptly reporting major problems and emergencies for maintenance or repair.

1. Occupants are responsible for replacing light bulbs, except where specifically identified as a responsibility of the maintenance forces.
2. Occupants should provide preventive maintenance, monthly, such as cleaning or replacing government furnished heating and air conditioning filters and checking operation of electrical smoke detectors and CO detectors.
3. Occupants shall ensure that carports, garages, storage spaces, porches, steps, walks and driveways are kept clean and that carports, patios and storage room roofs are not used for storage. At no time should anyone other than maintenance personnel walk on the roofs. Occupants are expected to care for exterior of building. Occupants of one-story quarters are expected to keep clean: gutters, downspouts, window sills, screens, walls and ceilings of carports; swept clean of spider webs, leaves, and other residue which might tend to discolor or damage wood or exterior paint. Discrepancies will be brought to occupant's attention with a request for correction, either verbally or by written notice. Failure to correct the problem or repeated violations may jeopardize one's privilege to occupy government quarters.
4. Occupants are responsible to practice energy conservation. Pamphlets and informational brochures are provided at check-in. It is encouraged that you read these pamphlets and brochures and apply the helpful tips, when possible, as suggested.
5. The upkeep, fertilizing and grooming of lawns, flowers and plantings in the vicinity of assigned quarters shall be the responsibility of the occupant. All occupants shall ensure that lawns are kept to a uniform maximum height of 3



inches; 4 inches during extremely dry periods. Edging along sidewalks, driveways, patios, garages, storage spaces, steps and expansion joints is required. You are expected to maintain the grounds around your unit to 50 feet out (except Brick Row residents), or to the nearest sidewalk, street, security fence, vacant lot, or to the halfway line between buildings. The Area Manager will identify the area of responsibility for grounds maintenance during the check-in inspection. Any questions regarding boundaries should be referred to your Area Manager. Grounds will be inspected regularly by a representative of the Family Housing Division Office. You are required to correct any discrepancies. Repeated violations may result in eviction. Adequate arrangements must be made for acceptable lawn care during periods of extended absence. Name and phone number of person responsible for grounds in occupant's absence shall be provided to the Family Housing Division Office prior to leaving the area. Shrubs within the lawn area are to be trimmed and cut away from house, screens and awnings. All shrubs are the property of the government and should not be destroyed or dug up. Contact the Family Housing Division Office prior to removal of any plantings around your quarters. Lawns and shrubs are to be watered as required. Flowers may be planted in beds around patios, area fences, garages, carports and around trees; however, lawn and/or seeded areas are not to be made into flower beds or vegetable gardens without prior written request and approval from the Family Housing Division Office. Vegetable gardens must be located in the rear of the unit. Any planting should be kept away from the exterior of quarters and unsightly plantings (seeded, dead, oversized, for example) should be removed. No lattice work, supporting wire, string, etc., is to be attached to any portion of a house for training any plants or vines. Illegal plants such as marijuana or those plants known to be poisonous or present safety hazards (sharp cactus, yucca, castor bean, Japanese yews, oleander and similar plants) are not permitted. Improving the appearance of the yard by adding plants and shrubs is encouraged; however, trees are not to be planted in lawn areas without prior written request and approval from the

Family Housing Division Office. This stipulation is made in an effort to avoid damage to underground wiring, to retain a continuity of landscape planning in new areas, and to assure that planting of less desirable (high maintenance type) trees is avoided. It is each occupant's responsibility to ensure that pets and children (your own or others') do not damage lawns, dig holes, kill grass, etc.



Occupants are within their rights to request that other pet owners not allow their pets to use their lawn as a bathroom, and their children do not make a playground or ballpark out of their lawn, or use it as a shortcut to other areas.

6. Occupants are responsible for control of insects and pests, as required (interior and exterior of quarters). The local climate is conducive to propagation of insect life and constant alertness is required to prevent infestation. Any commercially recommended control (spray, powder, tablets, etc.) may be used, but extreme caution should be exercised in use of such items. Limited self-help pest control materials are available. Occupant may not contact a commercial firm to provide monthly service without prior written request and approval from the Family Housing Division Office. Occupants are responsible for removing and controlling spider webs. Wasp and hornet nests on exterior of quarters should be called into the Family Housing Division Office.
7. Occupants are not authorized to use or convert their garage into any type of living/playroom space. **The use of space heaters in all garages is strictly prohibited.**
8. Occupants are responsible for cleaning and preparing unit for termination inspection.

PRIVATELY OWNED EQUIPMENT

Use of privately owned appliances is limited to freezers, washing machines, electric or gas dryers and portable dishwashers (where built-in unit is not provided). If a problem develops that might be

the fault of a personally-owned piece of equipment, i.e., flooding on floor behind washing machine, check personally-owned equipment first, and be sure the problem is not with this equipment prior to calling Maintenance. Otherwise, if Maintenance responds and the problem is personally owned equipment, you will be charged for a service call.

1. **TV Antennas**. No antennas are permitted without prior written request and approval from the Family Housing Division Office.



No roof-mounted antennas are permitted. Installation of TV antenna must be secured to fascia of the house with a strap in such a manner as to be well secured and supported. All family housing units and Mobile Home Park spaces are wired for cable television and occupants may subscribe to this service.

2. **Satellite Dishes**. Only the small, 18" size dish is permitted. **Roof mounted satellite dishes are strictly prohibited.** Your written request must be submitted, and approval received from the Family Housing Division Office prior to installation, as certain conditions apply regarding this type of equipment. Satellite dishes cannot be bolted or screwed into any part of a family housing unit, or any other government owned property, such as a privacy fence, telephone post, tree, etc.

3. **Pools**. Small wading pools 18" deep, or less, and 6' in diameter, are permitted in the family housing area. Pools must be emptied each day for safety and environmental reasons. Store pools vertically against the side of the house, shed, or in your garage.

4. **Recreation/Play Equipment**. Rope swings, baby swings, tire swings, hammocks and any other similar equipment are not to be attached to trees or any portion of house, storage facility or carport. Portable basketball backstops are allowed in family housing. The portable backstops can only be placed on the side of your driveway, not placed or used at street curbside. Basketball courts are provided throughout



the family housing areas. Outdoor play equipment, such as swing sets, trampolines, tents, seesaws and slides may be utilized at the rear of the quarters only. No equipment may be placed in common ground areas. Skateboard or in-line skate ramps will not be built or utilized on any street in family housing. The use of snowmobiles, dirt bikes, and ATV's is strictly prohibited at all family housing sites.

5. **Fences, Gates and Storage Sheds**. In some cases fences and or gates are permitted in family housing. Before you install a fence, gate or storage shed, obtain a request form and specifications for installation from the Family Housing Division Office. Only certain types of storage sheds are permitted in family housing. Do not install any type of fence, gate, storage shed or other similar structure without obtaining prior, written authorization to do so.

6. **Trellises**. Small, freestanding, openwork trellises, no wider than 3 feet, for training vines may be installed if sketch is submitted to the Family Housing Division Office prior to construction/installation. Installation of trellises against the house, around patios or carports will not be approved.

7. **RV's, Trailers and Boats**. Because of the traffic hazards and cumbersome maneuverability, RV's, boats, campers and trailers must not be parked in the family housing areas. Occupants of family housing are required to store above vehicles in MWR lot or off-base locations if MWR lot is full.



8. **Spas and Hot Tubs**. Exterior spas and hot tubs are not permitted due to their potential safety hazard.
9. **Air Conditioners**. Window air conditioners may be installed in your quarters with prior written request and approval of the Family Housing Division Office. The installation must be in accordance with standards utilizing existing unmodified 110V electrical outlets. If an extension board is needed when

installing an air conditioning unit in the window, the board must be painted white or the color of the building. Under no circumstances shall air conditioners be attached to the siding on the house. Occupant is responsible for any damage caused by the installation or operation of the air conditioner.

If you are assigned to quarters with central air conditioning, you will find these units are designed for minimum maintenance.

Do not tamper with the central air conditioning unit. Do not set the thermostat below 75 degrees. A lower setting may cause the unit to burn out and is a waste of energy. To ensure proper air circulation, do not use the enclosed space around the air conditioning unit for storage. Interference with air circulation can result in overheating and burn out the compressor. Occupants are responsible for trimming and edging around the central A/C unit.

10. **Water Beds.** Before installing a water bed, you must obtain written permission from the Family Housing Division Office to ensure the dwelling can support the extra weight of the water bed. Occupants are liable for any damages to the quarters due to the water bed. Water bed insurance is advisable.

LIABILITY FOR DAMAGE OR LOSS

Proper care and use of the family housing units, furnishing and surrounding grounds are the responsibility of the assigned occupants. Occupants shall be liable for loss or damage to government property arising from their willful or malicious acts or their gross negligence. Certified home care providers are responsible for any damages occurring to quarters as a result of caring for children. Occupants may elect to repair, in an acceptable manner, or replace the property and thereby be relieved of further liability, or payment may be made for damages. Charges applied for such loss or damage will be equal to the cost (labor and material) of repair, less depreciation for appliances/equipment. Typical items for which charges may be applied are cited below. This is not an all inclusive list, and is provided only as a guide for occupants' information:

- Air conditioning/heating - malfunction due to negligence or tampering; reversing dirty filter.
- Bathroom accessories.
- Carpeting.
- Commode.
- Crumb cup strainer, kitchen sink.
- Dishwasher basket.
- Doors.
- Door chime with cover.
- Downspouts, aluminum.
- Floor damage.
- Garbage disposal.
- Glass, windows and doors.
- Grounds.
- Kitchen counter tops and backsplash.
- Light globes and shades, interior and exterior.
- Medicine cabinet and mirror.
- Paint damage.
- Plumbing repairs/clogging.
- Range:
 - Oven broiler pan.
 - Oven racks.
 - Hood filter.
 - Component parts, i.e., range knobs, drip pan, rims, etc.
- Refrigerator:
 - Shelves and drawers.
 - Drip tray (frost-free units).
 - Butter dish.
 - Crisper cover.
 - Interior/exterior finish.
 - Coils/condenser.
 - Ice trays and buckets.
- Screens, windows or doors.
- Self-Help loaner tools and equipment late fees and cleaning fees.
- Shrubbery.
- Shower curtain rod/doors.

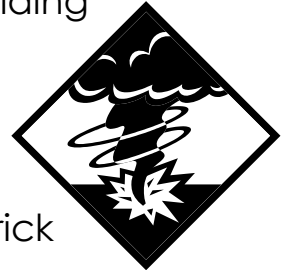
- Thermostat cover.
- Toilet tank/tank top.
- Mini and vertical blinds.
- Wall/ceiling damage.
- Woodwork damage.
- Vinyl siding.

SAFETY PRECAUTIONS

Tornado Preparedness. NAVSTA Great Lakes Instruction 3440.2 applies for family housing residents. The NAVSTA Command Duty Officer directs activation of the tornado warning system. This is in response to an alert within the area that conditions are favorable and/or there is a sighting of a tornado. The siren and loud speaker are mounted by the NAVSTA Main Gate, Building 130.



Residents of the mobile home park within Forrestal Village are to evacuate immediately to the Forrestal School, off Meridian Drive, on East Washington Avenue. If the school is closed, Great Lakes Police or Fire Department officials will open the school. Building 3200, located in north Forrestal Village, between Great Lakes Drive and Mississippi Avenue, also may be utilized for cover. (This building is manned 24 hours a day.) There is another separate tornado warning process with the Veteran's Administration Hospital on Buckley Road that NAVSTA does not oversee. Although independent systems, they should mirror one another for the warning. Residents in brick or concrete structures are to take shelter in basements or internal parts (closets/hallways) of their home, away from glass windows. Get under a sturdy table and protect your head if no other recourse is available. If residents are concerned, they too may proceed to the Forrestal Village School. Residents are advised not to travel if they see a tornado. Their paths are erratic and move swiftly. Battery operated flashlights and portable radios are essential implements for any household. Residents can tune into WBBM AM 780, or WXLC FM 102.3 for up to the minute approaching storm information.



Restricted Areas. Sponsors, family members and guests should refrain from wandering into restricted areas aboard NAVSTA, Fort Sheridan, and Glenview. Dangers are inherently prevalent in and around such unauthorized areas, such as open ditches, riverbanks and where any construction or similar work is in progress.



Fire, Matches, Fireworks, etc. The burning of rubbish, trash or yard waste in all family housing areas is strictly prohibited. Fire pits and outdoor fire places are prohibited in family housing areas.

Portable barbecues are permitted; however, they should be placed a minimum of 10 feet away from the building and should not be left unattended. Do not place grills against or near sides of houses with vinyl siding, eaves, fascia or soffits, as the heat will damage and warp the siding, and smoke will permanently discolor the vinyl. The occupant will be responsible for such damages. Charcoal barbecues are not permitted on second story patios of multi-family units. **Parents should take particular care to ensure that children do not have access to fire producing material, such as matches, cigarette lighters, etc.** Firecrackers and other exploding fireworks are prohibited aboard NAVSTA, Great Lakes, Fort Sheridan and Glenview.

Flammable Cleaning Fluids. All occupants are cautioned against use of flammable cleaning fluids inside the quarters, or use of any such fluids in large quantities at any time. Any damage to property or equipment resulting from use of these materials will be the responsibility of the occupant. It is also the occupants' responsibility to keep the premises free of accumulations of combustible materials. No such materials should be stored near furnaces, water heaters or other possible sources of heat or flames. Minimize storage of flammable fluids in carports, storage sheds, and garages as much as possible.

Fire Prevention Measure. Many fires are started as a result of careless smoking habits, unattended candles, and fireplaces. Thoughtless practices can cost the life of persons asleep in quarters. Generally, materials ignited by smoking materials will smolder for longer periods and develop large quantities of severely toxic gases. These gases so overcome a sleeping person that even if the person is awakened, he or she is unable to move from the premises unassisted. The following suggestions are listed in an effort to eliminate loss of life, personally owned furnishings and government-owned family housing.

1. Avoid placing ashtrays on or immediately adjacent to readily combustible materials, such as drapes, upholstered furniture, etc., whereby a burning cigarette, candles, cigar or pipe may inadvertently drop on, or come in contact with such materials.
2. Use only wide-lipped ashtrays that will extinguish cigarettes that may accidentally be left burning.
3. Do not empty ashtrays into containers inside the house that contain other combustible materials, this procedure must be especially avoided immediately prior to retiring for the night.
4. Make it a practice to examine upholstered furniture carefully for signs of smoldering before retiring. Emphasis should be placed on such an examination after social gatherings in the home.
5. Above all else, **DO NOT SMOKE IN BED.**
6. Occupants are responsible to ensure fireplace is extinguished before leaving the immediate area or retiring.

Remember that the safety of yourself, your family and others depends in large measure on the observance of the six safety measures set forth above.

CARBON MONOXIDE EXPOSURE

Carbon monoxide is a colorless, odorless gas that can be produced in family housing units as a result of malfunctioning gas appliances, poor ventilation or a blocked or restricted chimney. Symptoms of exposure to carbon monoxide are headaches, dizziness, nausea, etc. If you suspect that you are suffering from exposure to carbon monoxide, you should immediately take yourself and any other persons in your unit to the emergency room of the Naval Hospital Great Lakes. If you feel you are unable to drive safely, you should call the Fire Department, at 911 and wait outside or at a neighbor's house for their arrival. Please inform medical personnel at the hospital that you suspect exposure to carbon monoxide. If carbon monoxide is confirmed by the hospital, maintenance personnel will visit your unit to determine the source of the problem. Appropriate repairs will be made, and maintenance and the Fire Department will notify you when you

can safely return home. Family housing supplies each unit with carbon monoxide detectors for each floor.

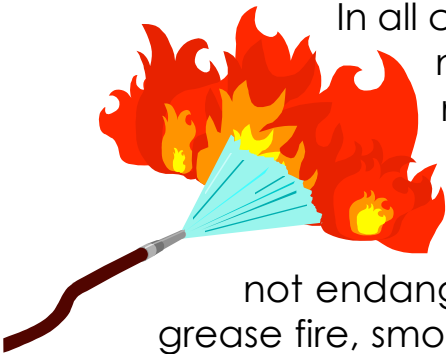
FIRE PREVENTION

Children should never be left unsupervised, as matches, cigarette lighters and other forbidden objects tempt them, which can be dangerous in their hands. There have been a number of costly family housing fires aboard NAVSTA over the past 10-15 years. Train your family what to do in case of a fire by conducting fire drills and planning escape procedures. The NAVSTA Fire Department conducts a new family indoctrination inspection and an annual inspection of all family housing units and mobile homes in the Mobile Home Park. If you feel that there is a fire hazard that needs attention, call the NAVSTA Fire Department and they will inspect the problem.



REPORTING FIRES

In all cases of fire, the NAVSTA Fire Department must be notified immediately by pulling the alarm at the nearest alarm box or dialing 911 and giving exact location of fire. Once a fire has been reported, any fire fighting equipment at hand may be used to contain the fire, as long as such action does not endanger personnel in any way. Remember, to put out a grease fire, smother it, and do not put water on an electrical fire source. When fire-fighting equipment arrives on the scene, keep children and pets from interfering with the proper operation of such equipment.





REPORTING PROBLEMS TO NAVSTA POLICE

The Great Lakes Police Department is available to assist in problems experienced by family housing occupants at Great Lakes and Fort Sheridan. Some types of problems that should be reported to the Great Lakes Police Department are as follows:

1. Vandalism.
2. Breaking and entering.
3. Illegal firearms/fireworks.
4. Suspicious or unauthorized persons in family housing area.
5. Absences from quarters for more than a day or two.
6. Problems with neighbors after first attempting to resolve them yourself.
7. Child abuse/negligence; spouse abuse.
8. Stray animals, domestic or wild.
9. Suspected drug abuse.
10. Abandonment of vehicles in housing area.
11. Disturbances of the peace.

Police personnel should respond and file the appropriate paperwork for nature and severity of complaint. All attempts should be made to resolve problems "resident to resident" prior to contacting police or Family Housing Division personnel.

Glenview residents should contact the Glenview Police Department at 911 for emergencies and 729-5000 for non-emergencies.

TERMINATION OF ASSIGNMENT PROCEDURES

Occupants are required to come into the Family Housing Division Office upon receipt of transfer orders; retirement orders, discharge orders, or other information that will necessitate the vacating of assigned quarters. Members retiring or being discharged from service must vacate public quarters no later than the effective date of retirement or discharge. A minimum of 30 days written notice is required, except in extenuating circumstances. Failure to provide the Family Housing Division Office with required 30-day notice may result in continued forfeiture of BAH after move out until such time as the quarters can be reassigned. At the time the Intent to Vacate Notice is filed, a preliminary maintenance and cleaning inspection will be scheduled. This inspection will also include checking for loss or damage noted and reimbursements determined for any loss or damage. **Your final inspection will be scheduled once you've coordinated your personal property shipment and return to the Family Housing Division Office with your shipment information.**

All vacated units are expected to be clean and ready for immediate occupancy, except for normal wear. Cleaning is the responsibility of the occupant, whether the occupant performs the duties him/herself or contracts a cleaning service. Occupants are required to remain until final check out and clearance. Any loss or damage that was not noted by the occupant and acknowledged by Family Housing Division management officials at the time of occupancy will be considered to be the responsibility of the occupant. If such damage is not attributed to misuse negligence or malicious intent by the occupant, and is considered "normal wear and tear," charges will not be assessed. Damages occurring from maintenance problems (roof leaks, leaking faucets, malfunctioning equipment, etc.) which Family Housing Division Trouble Emergency and Service Desk records do not reflect as having been promptly reported, and if timely repair is not accomplished, followed up by occupant, will be considered negligence. When charges are assessed, a NAVPERS 11102/2, Record of Housing Investigation and a DD Form 139, Pay Adjustment Authorization, for affecting payment will be initiated by

the Family Housing Division Collection Agent and forwarded to appropriate military finance office for action. Family Housing Division management officials will accept keys from occupant and BAH reinstatement paperwork will be provided.

TERMINATION OF FAMILY HOUSING OR MOBILE HOME PARK ASSIGNMENT

Termination of assignment to quarters is required under the following conditions:

1. When the installation ceases to be the military member's permanent homeport/station for duty.
2. When a military member's and/or family member's personal behavior warrants eviction.
3. When the military member is officially declared a deserter; released from active duty; departed from the service; transferred to Fleet Reserve; retired; transferred to Temporary Disability Retired List.
4. When family members no longer reside with the military member or vice-versa, for any reason, including voluntary separation, legal divorce, legal separation, or court order. Eligibility for MFH expires on the effective date of the legal separation, legal divorce, voluntary separation or court order.
5. When military member is separated from family members for more than 90 consecutive days. Exceptions may be granted under conditions of hardship. (Does not include official military deployments.)
6. Death of sponsor or sole family member.
7. Unacceptable or wanton behavior that is destructive to morale.
8. Unacceptable care or destruction of the family housing unit or related property to which assigned.
9. Expiration of Military Family Housing Extension Requests.
10. When required to preserve military discipline.
11. Upon military member's request (or member's designee, with power of attorney) or when member ceases to occupy quarters and the request is approved by the Housing Authority.

12. When the military member requests to voluntarily vacate and the Housing Authority approves the request.
13. Officers occupying command or billet quarters who receive orders to duty in the same area must vacate those quarters upon detachment.
14. When the sponsor, in an act of apparent abandonment, as a result of his/her own voluntary action, ceases to reside in MFH.

EVICCTIONS

Evictions may be directed by the Housing Authority for reasons such as:

1. Illegal or improper conduct on the part of military member, family members or guests.
2. Disregard for sanitary housekeeping resulting in environmental health or disease problems.
3. Neglect of yard and grounds.
4. Damage to the quarters.
5. Illegally conducting family day care in the home without the commanding officer's approval and certification.
6. Child abuse or neglect/lack of adequate supervision.
7. Failure to obey any other rules and regulations for occupancy of government quarters as defined in this handbook.

In most cases, a "Letter of Warning" will first be issued to the military sponsor when official action is deemed necessary. A "Letter of Termination to Military Family Housing" may be sent to the military sponsor if further incidents and violation of rules and regulations occurs. This is not meant to preclude termination of assignment to military family housing on occasion of the first offense should the situation justify it. The warning and termination letters will also be sent via the member's commanding officer.

Failure to voluntarily vacate quarters when family housing privileges have been terminated will result in the initiation of formal eviction

proceedings.

EXCEPTIONS AND WAIVERS TO FAMILY HOUSING POLICY

Under extenuating circumstances, waivers, exceptions, extensions, etc., may be requested by family housing occupants. These include, but are not limited to, requests for larger quarters, requests for relatives to reside with family, requests for extension after PCS orders, and requests for advancement on the waiting list prior to being housed. Approval of such requests must be kept to a minimum and granted only when there is no other alternative. Member must provide a written request, in advance, to the Housing Authority, via his/her commanding officer or department head, who will place an endorsement on the member's letter. Allow a minimum of 2 weeks for a reply.

REAPPLICATION FOR FAMILY HOUSING

In the event that quarters are vacated for other than PCS orders (eviction, pending eviction, divorce, separation, purchase of a home, etc.), reapplication for family housing will not be accepted unless a new set of PCS orders to the NAVSTA area is received. In that event, a written request will be submitted by member, along with a new family housing application and set of new PCS orders. The request will be evaluated; member's previous occupancy record reviewed and a decision to approve or disapprove made by the Housing Authority on a case-by-case basis.

SECTION 2.

Welcome to Fort Sheridan Navy Family Housing

The Fort Sheridan Family Housing area is part of Naval Station, Great Lakes Family Housing Division and is subject to the same rules and regulations.

The Fort Sheridan Family Housing Office is located in Building 378, west of Patten Road. This facility provides self-help items, and supports all occupant input. Our housing program is designed to assure your stay at Fort Sheridan is a pleasant one. Feel free to contact us with any suggestions or concerns you may have at (847) 688-7175. It is no wonder many military members choose the Fort Sheridan family housing area to live while they are stationed in this area. Nestled between the North Shore communities of Lake Forest, Highland Park and Highwood, and bordered to the east by beautiful Lake Michigan, Fort Sheridan has proven to be a picturesque and unique community. Residents enjoy many base facilities, such as multiple playgrounds, youth center, baseball fields, and a million dollar lake front view. The Lake County Forest Preserve owns the 18 hole golf course that is open to the public. Fort Sheridan residents attend School District 112 and 113, which are rated within the top 20 school districts in the State of Illinois.

Navy Family Housing, Fort Sheridan, is located approximately 8 miles south of Great Lakes Naval Training Center and about 25 miles north of Chicago, bounded by the Village of Highwood and the shoreline of Lake Michigan. Fort Sheridan was officially closed on 28 May 1993, and at that time we obtained 329 housing units from the U.S. Army inventory.

GROUNDS MAINTENANCE

You are expected to maintain the grounds around your unit to 50 feet out, or to the nearest sidewalk, street, security fence, vacant lot, or to the halfway line between buildings. Your Area Manager will identify the area of responsibility for grounds maintenance during the check-in inspection. Complete grounds maintenance information is explained in Section 1 of this handbook. Any questions regarding boundaries should be referred to the Fort Sheridan Family Housing Office.

You are required to adhere to certain ground maintenance standards. General clean up of the common areas is the responsibility of **all** residents of each building. Flowers may be planted along the building, the driveways and the sidewalk. A decorative fence or border, not to exceed 18 inches high, may be installed around your flowers. Call the Fort Sheridan Family Housing Office at (847) 688-7175 with any questions **before** planting.



SERVICES UNIQUE TO FORT SHERIDAN

SELF-HELP

The Family Housing Self-Help Store Issue Center is located in Building 378, adjacent to the Family Housing Office. Hours of operation are Monday through Friday, 0700-1530; closed Saturdays, Sundays and Federal Holidays. Telephone number is (847) 688-7175.

TRASH SERVICE FORT SHERIDAN

Garbage and yard disposal service is scheduled for pick-up once a week. Trash containers and recycling bins need to be placed at curbside by 6:00 A.M. to ensure pick-up. Trash containers and recycling bins need to be returned to your storage area no later than 8:00 P.M. that same day.



Yard Waste

Yard waste, such as dead plants, grass, leaves, small branches, clippings and limbs are to be placed in kraft (paper) yard waste bags only and placed at curbside for pick-up. **Yard waste in recyclable plastic or decorative holiday bags will not be picked up by the contractor.** The resident is responsible to transfer the yard waste into the acceptable kraft yard waste bags. The contractor will normally pick up yard waste once weekly from April through November. Small limbs should be broken into 4 foot or smaller lengths and bundled. Yard waste bags are available at all Family Housing Self-Help Store Issue Centers.

PETS

At Fort Sheridan, pet owners must abide by NAVSTAGLAKESINST 10570.1 governing pets aboard NAVSTA, Great Lakes.

PARKING

Fort Sheridan residents are required to park in their own designated spots. Additional free spots are available on a first come, first served basis. Disabled vehicles are not allowed to be “stored” in parking area.



All vehicles are required to have registration and base stickers, issued at Great Lakes Police Department, Building 130, just inside the main gate at

Great Lakes.

FORT SHERIDAN NAVY FAMILY HOUSING

FORT SHERIDAN FAMILY HOUSING OFFICE, BLDG 378..... (847) 688-7175

WORK ORDERS 7:00-3:30..... (847) 688-5500

WORK ORDERS AFTER 3:30 EMERGENCY ONLY..... (847) 688-5500

FORT SHERIDAN MAINTENANCE FOREMAN..... (847) 688-7179

FORT SHERIDAN SELF HELP STORE..... (847) 688-7175

FORT SHERIDAN SECURITY EMERGENCIES..... 911

FORT SHERIDAN SECURITY NON-EMERGENCIES..... (847) 688-3430

FORT SHERIDAN FIRE STATION.....911

FORT SHERIDAN FIRE STATION NON-EMERGENCIES..... (847) 266-2453

FORT SHERIDAN AMBULANCE..... 911

NAVY HOSPITAL EMERGENCY ROOM..... (847) 688-5618

YOUTH CENTER..... (847) 688-7169

ANIMAL WARDEN, GREAT LAKES, BLDG 130..... (847) 688-2710

CHILD CARE CENTER, BLDG 3110..... (847) 688-5662

HIGHLAND PARK POST OFFICE..... (847) 433-3200

**NORTHSHORE SCHOOL DISTRICT 112
(KINDERGARTEN-EIGHTH)..... (847) 681-6700**

DISTRICT 113 (HIGHLAND PARK HIGH SCHOOL).....(847) 926-9327

AT&T BROADBAND CABLE.....(847) 366-5566

AT&T CUSTOMER SERVICE.....(888) 824-2273

ILLINOIS BELL-AMERITECH (NEW SERVICE).....1-800-244-4444

COMMONWEALTH EDISON.....1-800-334-7661

NORTH SHORE GAS.....1-800-228-6734

SECTION 3.

Welcome to Glenview Navy Family Housing

The Glenview Family Housing area is part of Naval Station, Great Lakes Family Housing Division and is subject to the same rules and regulations.

Naval Air Station (NAS) Glenview originated from the expansion of the Naval Reserve Aviation Unit, which was established at the Great Lakes Naval Training Center in 1929. In 1937, construction began on a 549-acre site, which included the Curtiss-Reynolds Airport and adjacent Pickwick Country Club. The site was an active agricultural use prior to the airport and country club use.

During World War II, NAS Glenview served as a primary flight training facility. Nearly 9,000 aviation cadets were given their primary wartime flight training and over 15,000 Navy and Marine Corps pilots, including President Bush, were qualified in carrier landings aboard the USS Wolverine and USS Sable on nearby Lake Michigan.

The Base was designated the "U. S. Naval Air Station, Chicago, Glenview, Illinois" in January 1943. In 1944, it expanded to support wartime flight training and was renamed "Naval Air Station, Glenview". In 1946, NAS Glenview discontinued its function as a primary flight training command and the Naval Air Reserve Training Command Headquarters, as well as the Marine Air Reserve Headquarter Command were established here. In 1967 the U. S. Coast Guard established a Chicago Air Station (Helicopter) at NAS Glenview.

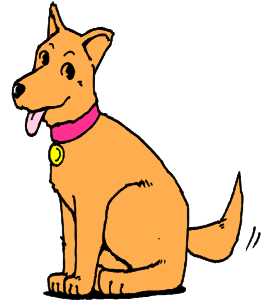
The base annexed to the Village of Glenview in 1971. The Naval Air Reserve Training Command was separated from the Training Command in March 1972 to become the Naval Air Reserve Force. The Commander, Naval Air Reserve/Commander, Naval Air Force, relocated to New Orleans, Louisiana in 1973 to combine with the Surface Reserve under the Commander, Naval Reserve Force. The U.S. Army Reserve vacated their DuPage County Airport Facilities and took occupancy of the new facilities constructed on 26.2 acres of the Naval Air Station in November 1976.

The Base Realignment and Closure Committee recommended NAS Glenview for closure in June 1993. Congress confirmed the closure later the same year with the actual closure on 30 September 1995.

PETS

Glenview pet owners must abide by NAVSTAGLAKESINST 10570.1 governing pets aboard Naval Station, Great Lakes.

At Glenview, dogs are prohibited in ALL second floor family housing units. Pets, when outside, must be on a leash and accompanied by a responsible family member. Feces must be picked up as it occurs. Only first floor residents are allowed to stake the dog in the back yard. Please see Section 1 of this handbook for complete pet information.



PARKING

Your designated parking space is your garage. All additional parking spots are first come, first served and are **not** for storage of seldom used or disabled vehicles. Street parking is not permitted. Overflow parking is located at the west end of avenues 'C' and 'D'. Contact MWR at (847) 688-2110 for storage of boats, recreational vehicles and trailers. Occupants of family housing are required to store the above mentioned recreational vehicles in an MWR lot or off-base locations if MWR lots are full.

GARAGES

Your garage is your assigned parking space. Occupants are not authorized to use or convert their garage into any type of living/playroom space. **The use of space heaters in all garages is strictly prohibited.**

GROUNDS MAINTENANCE

You are expected to maintain the grounds around your unit to 50 feet out, or to the nearest sidewalk, street, security fence, vacant lot, or to the halfway line between buildings. Your Area Manager will identify the area of responsibility for grounds maintenance during

the check-in inspection. Complete grounds maintenance information is explained in Section 1 of this handbook. Any questions regarding boundaries should be referred to the Glenview Family Housing Office.

You are required to adhere to certain ground maintenance standards. General clean up of the common areas is the responsibility of **all** residents of each building. Flowers may be planted along the building, the driveways and the sidewalk. A decorative fence or border, not to exceed 18 inches high, can be installed around your flowers. Flower boxes on balcony rails are permitted. Call the Glenview Family Housing Office at (847) 486-0865 with any questions **before** planting.



SNOW SHOVELING

Each resident is required to shovel the snow in their assigned areas as follows:

JR. ENLISTED UNITS A & B:

From the entrance door to the first driveway and their driveway.

JR. ENLISTED UNITS C & D:

From the entrance door to the bottom of the stairs, and their driveways.

ALL SR. ENLISTED UNITS ON EDWARD AND ALL JR. ENLISTED UNITS ON BUCCANEER DR, AND DAUNTLESS CIRCLE:

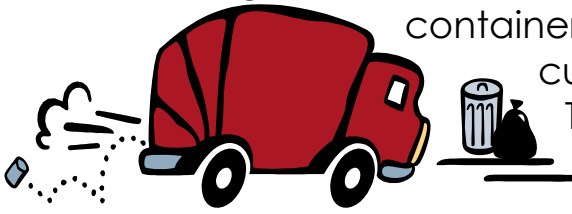
From the entrance door to the street, including the driveway.

Common Sidewalks

All residents are jointly responsible for shoveling the common sidewalks in front of their building and half the distance to the next building on either side. Uncooperative residents will be issued a discrepancy notice. All shoveling should be completed within 24 hours of accumulation of 1 inch of snow.

TRASH/GARBAGE DISPOSAL SERVICE

Garbage service is scheduled for pick-up once a week. Trash containers and recycle bins need to be placed at curbside by 6:00 A. M. to ensure pick-up.



Trash containers and recycle bins need to be returned to your garage no later than 8:00 P. M. that same day.

SELF-HELP STORE ISSUE CENTER

The Glenview Self-help Store Issue Center, located in the same building as the Family Housing Office, operates a modest self-help program. The hours of operation are Monday through Friday, from 7:00 A. M. – 3:00 P. M. Closed Saturdays, Sundays and Federal Holidays. The self-help inventory is changing continuously, please call (847) 486-0865 for a current list of available items.



GLENVIEW NAVY FAMILY HOUSING

GLENVIEW FAMILY HOUSING OFFICE..... (847) 486-0865

GLENVIEW SELF-HELP STORE (847) 486-0865

SERVICE/TROUBLE CALLS1-800-428-4827

POLICE EMERGENCY.....911

NON-EMERGENCY POLICE..... (847) 729-5000

FIRE..... (847) 724-2141

ANIMAL CONTROL..... (847) 729-5000

PEST CONTROL..... (847) 688-3440 x108

NEX- MINI MART..... (847) 998-0919

AT&T BROADBAND CABLE.....1-888-824-2273

AMERITECH.....1-800-244-4444

**WHEN CALLING TO INSTALL CABLE OR TELEPHONE, PLEASE GIVE YOUR ZIP CODE AS
60026 INSTEAD OF YOUR MAILING ADDRESS OF 60025.**

KIDS WORLD YOUTH CENTER/DAY CARE..... (847) 832-9580

SCHOOLS

KINDERGARTEN-THIRD.....WESTBROOK SCHOOL..... (847) 998-5055

FOURTH –SIXTH.....GLENGROVE SCHOOL..... (847) 998-5030

SEVENTH-EIGHTH GRADE..SPRINGMEN JUNIOR HIGH..... (847) 998-5021

HIGH SCHOOL.....GLENBROOK SOUTH..... (847) 729-2000

SECTION 4.

MOBILE HOME PARK ADDENDUM

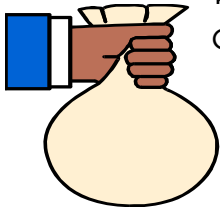
Assignment and Eligibility

The Great Lakes Mobile Home Park (MHP) is closing on 30 April 2005. No new residents are allowed in the MHP per NAVSTA Great Lakes letter of 4 April 2002.

Per NAVSTAGLAKESINST 11101.8, mobile homes, regardless of age, will not be permitted to be sold and remain on a mobile home park lot space.

Space Rent and Charges

Rent is due on the first day of each month. Payment may be made by check or money order in the exact amount of the charges. They must be made payable to the U. S. Treasury and can be brought to Family Housing Division Collection Clerk, or placed in the drop box at the Family [Welcome Center](#), located at Building 8100. To mail in your payment the address is:



Naval Station
1710 Cavin Drive, Building 8100
Family Housing Division, Code 151
Great Lakes, IL 60088-3402

Payments postmarked or received after the 5th working day of the month must include a \$10 late charge in addition to the regular monthly payment. If a payment is more than 1 month overdue, a similar amount will be added for each month until the payment is received. Nonpayment of rent is cause for eviction. Rents will be prorated for the first and last months of occupancy on a per diem basis.

The monthly rental charges for mobile home spaces are set to recoup all major repair and improvements costs, minor repairs costs, and operating charges incurred as the cost of doing business. Those charges include such items as the cost to the government for utilities, services, operations, project management, and maintenance, including common grounds, streets and other real property exclusively serving the Mobile Home Park.

Skirting Requirements

Mobile home skirting is to be installed and shall be fireproof or made of fire retardant materials. Skirting must be neatly installed and, except for natural aluminum finish, must be painted one solid color. Unfinished materials are not acceptable.

Provisions for accessibility to utility connections must be incorporated into installation of your skirting (i.e., readily removable panel, door or hatch). All skirting must be full height, extending from the mobile home to ground level. There should be no openings in the skirting that will permit entrance by small children and animals. All openings must be tightly closed to prevent cold winds from blowing under your mobile home. Additionally, you must insulate all exposed piping beneath your mobile home. This is particularly important during the winter months. In the event a freezing occurs, PWC Housing Maintenance will repair only government piping and connections. You must arrange repairs on all other piping. Periodic inspections will be done by the Area Manager to ensure compliance.

Refuse and Yard Waste Collection

Refuse cans and recycling bins are available at the Self-help Store Issue Center, Building 2446A, Forrestal Village. Complete refuse and yard waste information is covered in Section 1 of this handbook. The refuse cans must be stored behind the mobile home after garbage collection.

Yard Waste

Yard waste, such as dead plants, grass, leaves, small branches, clippings and limbs are to be placed in kraft (paper) yard waste

bags only and placed at curbside for pick-up. **Yard waste in recyclable plastic or decorative holiday bags will not be picked up by the contractor.** The resident is responsible to transfer the yard waste into the acceptable kraft yard waste bags. The contractor will normally pick up yard waste once weekly from April through November. Small limbs should be broken into 4 foot or smaller lengths and bundled. Yard waste bags are available from all Family Housing Self-Help Store Issue Centers.

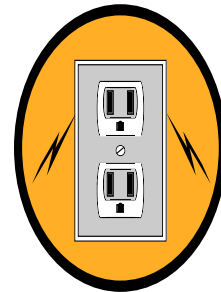
Utilities

Connecting and disconnecting utilities is your responsibility. Telephone numbers needed to activate utility services are:

Electricity: (847) 662-4000

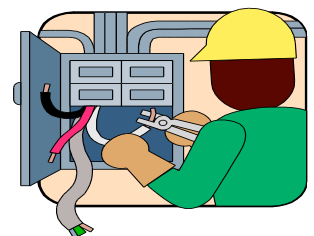
Gas: (847) 336-9300

Telephone/Cable TV: Your personal choice of local vendor/carrier.



ELECTRICITY. Electricity is either 60 or 100 amps, depending on your location in the MHP. A qualified electrician, at your expense, must accomplish the electrical hook-up. Electrical alterations required to accommodate a mobile home are your responsibility. The following procedures apply when upgrading electric panels:

- 1) You must obtain written permission from the Family Housing Division Office prior to performing any alterations. Your point of contact is the Mobile Home Park Area Manager.
- 2) You are responsible for hiring a licensed electrician to perform the necessary alterations. All work is accomplished at your expense.
- 3) You must contact the Family Housing Division Office upon installation of the electric panel. The Family Housing Division Office will arrange for the PWC Electric Shop personnel to inspect work to ensure government standards and requirements are met.
- 4) At this time, you must also decide if you or PWC is to assume responsibility for the panel.



- a) You assume financial responsibility for any maintenance to the panel if you opt to remove the upgraded panel when you vacate the Mobile Home Park. Before vacating, you must hire, at your expense, a licensed electrician to reinstall the original panel. All work must pass inspection by the PWC Electric Shop.
- b) If you opt to pass responsibility for all repairs to the panel to PWC, you must come into the Family Housing Division Office and sign a statement agreeing to leave the upgraded panel when you vacate the mobile home park.

WATER AND SEWER.

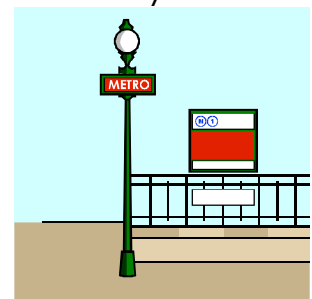
The sewer connection is via a 4-inch sewer tile. A rubber sewer ring must be installed in the sewer tile whenever the mobile home is not connected to the tile. Water service is through a standpipe at the mobile home. Valves are installed at the outlet, but in cases of an emergency, the water may be shut off using a key wrench in an underground valve.

OIL AND GAS. Fuel oil and gas containers are your responsibility. Fuel oil tanks and necessary stands must be neat and will be located behind the mobile home. No flammable material is to be used in constructing fuel oil stands. All gas containers, other than hitch-mounted gas bottles, must be located at the rear of your mobile home. Use only black iron pipe for the fuel line. Copper tubing is not permitted. The gas fuel line should be brought to within 2 feet of the meter. After this is accomplished, contact North Shore Gas Company. A service person will install a meter and a regulator, connect them to your line, and turn on the gas. Arrangements for oil and gas deliveries are your responsibility. You are also responsible for damages caused by the oil and gas delivery person(s).

Mobile Home Park Resident Responsibilities

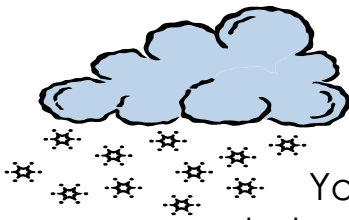
1. Fence fabric, posts and installation is your responsibility. You are required to submit a written request and receive written approval prior to installation.
2. Identification numbers are your responsibility. Numbers should be 3" in height and placed in the upper left-hand corner of the mobile home.
3. Fireplaces and wood-burning stoves are permitted, but must be inspected and approved by the Great Lakes Fire Department. Wood piles must be located in the back of the mobile home at least 5 feet away from the mobile home.
4. Mailboxes can be obtained from the Family Housing Self-Help Store Issue Center, Building 2446A, located in Forrestal Village.
5. Refuse containers and recycling bins are available at the Family Housing Self-help Store Issue Center, Building 2446A, for each space. Broken containers should be brought to the Family Housing Self-help Store Issue Center for replacement.
6. One storage shed is permitted and is your responsibility. Prior to installation, you must submit a written request and receive written approval from the Family Housing Division Office.
7. Space alterations and additions are your responsibility and accomplished at your expense. **Remember, before any work can be accomplished, you must submit a written request and receive written approval from the Family Housing Division Office.**
8. Street and pad repairs are a Family Housing Division Office responsibility. Residents may be held responsible if expenses incurred are obviously due to carelessness and/or neglect.

9. Electrical hook-up is your responsibility. A 60 or 100 AMP, 4-blade, grounded plug is required. A key to the electric box is available in the Family Housing Division Office.
10. PWC is responsible to maintain the electric main fuses. Residents may be held responsible if expenses incurred are obviously due to carelessness and/or neglect.
11. Resident is responsible to submit a written request and receive written approval from the Family Housing Division Office prior to upgrading the electric panel.
12. Fuel supply tank is a resident responsibility and must be located behind the mobile home.
13. Water and sewer hook-up is the residents responsibility.
14. Water supply, standby and underground leaks are PWC responsibility. A resident may be held responsible if expenses incurred are obviously due to carelessness and/or neglect, for example, not connecting heat tape in the winter.
15. Winterization of the water supply is the residents responsibility. Winterization includes installation of skirting; installation of electric heat tape on standpipe to frost line, or bottom of standpipe casing; and installation of insulated cover over buffalo box and water line up to the mobile home.
16. Underground sewer stoppage is a PWC responsibility. A resident may be held responsible if expenses incurred are obviously due to carelessness and/or neglect.
17. Street light repair is a PWC responsibility.
18. Telephone service is a resident responsibility.
19. Resident is responsible for shoveling their own sidewalk and walkway.



20. MHP owners have the same lawn maintenance responsibilities as noted under Section 1, "Occupant Responsibilities" of this handbook.
21. Interior pest control is the mobile home owner's responsibility. Exterior pest control is a Family Housing Division responsibility. Please contact your Mobile Home Park Area Manager immediately with all exterior pest control issues.

Winter Preparations



Because of the extreme weather conditions in this region, you may experience considerable difficulties with freeze-ups in the water supply and sewage lines. You are responsible for performing the following steps to help reduce the problem:

- 1) Installation of adequate skirting around the mobile home. Insulation of all exposed piping beneath your mobile home and installing electric heat tape on the piping. The heat tape must extend one arm's length into the buffalo box.
- 2) Enclosing the exposed water line and buffalo box with an insulated cover. This cover must be neat in appearance.

The above precautions must be followed from 1 October through 30 April. You are financially responsible for any freeze-ups to your pipes. Additionally, if the government pipes freeze because you have not taken the above precautions, you will be responsible for reimbursing the government for all related repairs.

Summer Preparations

Heat tape that is connected during the summer is a fire hazard. From 1 May through 30 September disconnect your heat tape. Illinois law requires mobile home tie downs, with six anchors, three on

each side of the mobile home. Tie downs may prevent extensive damage to your home if a tornado should occur.

Tornado Preparedness

If a tornado warning is sounded by activation of the tornado warning system, or if a tornado is spotted, take shelter immediately at the Forrestal School off Meridian Drive, on East Washington Avenue. If the school is closed, Great Lakes Police and Fire Department officials will open the school. Building 3200, located in North Forrestal Village, between Great Lakes Drive and Mississippi Avenue, also may be utilized for cover. (This building is manned 24 hours a day.) While in the school, avoid auditoriums, gymnasiums and other structures with wide, free-span roofs. Whenever possible, go to an interior hallway on the lowest floor of the building. For additional information on tornadoes, refer to Section 1, Page 37, of this handbook.



Additions and Alterations

Any additions and alterations to your mobile home space may be made only after receiving written permission from the Family Housing Division Office. Your written request should be submitted on a Project Request Form. Forms are available in the Family Housing Division Office, Building 8100.

Television Antennas

Television Antennas are your responsibility. They are to be mobile home type, and are to be located on the side, away from the patio. The height may not exceed 6 feet above your roofline.

Storage

No flammable materials may be stored under the mobile home. A 10' x 12' commercially built, storage shed may be located at the rear of the mobile home, with prior written approval from the Family Housing Division Office.

Mobile Home Entry Ways

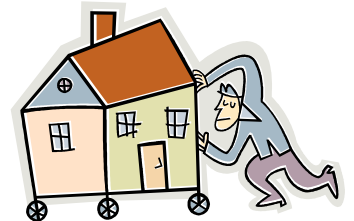


Awnings, doorsteps and porches may be installed for doors leading into mobile homes. All fully enclosed mobile home entries must have approved frame foundations, walls, and roof construction. Enclosures must have siding and skirting which match that of the mobile home. The interior of the entry is to be finished with gypsum board and paint. Vestibule floors may be covered with rubber mats. It is highly recommended that metal combination doors be included with the full enclosure. All lumber must be construction grade quality, and lumber within 12 inches of grade must be treated with at least two coats of wood preservative. The mud plate is to be secured with steel rod stakes driven into the ground, or with angle irons bolted to existing concrete patio surfaces with expansion anchors. Check with the Family Housing Division Office for additional information on fully enclosed mobile home entries.

Pre-Termination and Final (Pull Off) Inspections

Even though no mobile homes are being allowed to be sold on the lot, a pre-termination and final (pull off) inspection still must be scheduled. At the exterior pre-inspection for pulling off the lot, the Family Housing Mobile Home Park Area Manager will explain the cleaning requirements.

The Family Housing Division Office must be furnished a minimum 60 days notice of intent to vacate. Forms must be completed in the Family Housing Division Office. Your space must be left clean and orderly when you vacate. All articles must be removed from the space and the grounds are to be returned to their original condition. Insure water and sewage systems are secured. The refuse and recycling containers must be thoroughly cleaned and returned to the Family Housing Self-help Store Issue Center, Building 2446A. The space is to undergo a final inspection by your Area Manager prior to check-out. At this time, the key to your electric box must be returned.



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